Price Agreement Amendment



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS CAPITOL HILL PROVIDENCE RI 02908

Page 1 of 1 Printed: 7/31/2006

BANNER SYSTEMS INC
135 ELLIOT ST
BROCKTON MA 02302
N
D
O
R

JANITORIAL-PAPER PRODUCTS

Amendment Date: 07/31/2006 Original Award Date: 07/01/2004

Buyer: COWELL JR, JOHN A

Phone #: (401) 222 - 2142 ext. 114

E

FOB:

Terms: Net 30

Change Order Number

2

Award Number 68M00307137

Effective Period:

06/01/2004 - 06/30/2007

ADMINISTRATION MASTER PRICE AGREEMENT RELEASE AGAINST RI MPA ADMINISTRATION

MASTER PRICE AGREEMENT

RELEASE AGAINST RI MPA

Change Order Note: CHANGE ORDER #2

	Department				Bid Number	C/O Req#	
		ADMINISTRATION		MPA-352	B03356		
ltem	Class-Item	Bid#	Requisition #		Unit	Unit Price	
	CHANGE ORDER	#2		al distribution de la compania. La compania de la co			
		68M00307137 DATE	74404				
	CHANGE TO FO#	OOMIUUSUTTST DATE	J // I/04				
r in S	CHANGE IN UNIT	PRICING (INCREASE)				
. 10	EFFECTIVE 7/1/06					Barrie Bill Ba	
	A REVISED SCHE	DULE: PAPER PRO	DUCTS IS ATTACHED				
e Allin							
	Policy Colony of						
e							
				9~ : 게임 : [H]			
		일반하다 하다					
- 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1							
	Participal Reflec						
			나는 병사에 있다면서 하는데 나를 받는	어린 말이 가지 않아 다양이	기루 첫 본 5 기급은 - 원기급적 다	经现金债 医杂类	

This Notice of Award/Purchase Order is issued in accordance with the specific requirements described herein and the State's Purchasing Regulations and General Conditions of Purchase, copies of which are available at www purchasing state ri us

Delivery of goods or services as described herein shall be deemed acceptance of these requirements

STATE PURCHAS	NG AGENT/DESIGNEE
Sinda t	Male
ACCOUNTING	DATE RELEASED

State of Rhode Island RFP # B03356 Schedule B: Paper Products - Core List (Revised 7/01/2006)

Line #		Product Description	Vendor	Manufacturer Name	Manufacturer SKU # Unit of Measurer	Unit of Measurer	Unit Price
7	Paper Product	Paper Product Bleached Multifold	Banner	GEORGIA PACIFIC	20204	CASE	\$ 11.36
က	Paper Product	Paper Product C-Fold Towels	Banner	GEORGIA PACIFIC	20603	CASE	\$ 10.85
4	Paper Product	Paper Product Dispenser, Tissue, 9" - 1,000' Roll	Banner	GEORGIA PACIFIC	58257	EA	\$ 21.22
വ	Paper Product	Paper Product Enmotion Roll Towels	Banner	GEORGIA PACIFIC	89460	CASE	\$ 35.59
7	Paper Product	Paper Product Multifold Towels-Recycled Paper	Banner	GEORGIA PACIFIC	20204	CASE	\$ 11.36
∞	Paper Product	Paper Product Napkins, Quarter-fold, Bleached, Embossed 12 x 13	Banner	GEORGIA PACIFIC	37707	CASE	\$ 19.49
10	Paper Product Towel, Roll	Towel, Roll	Banner	GEORGIA PACIFIC	26401	PK OF 12	\$ 12.20
Ξ	Paper Product	Paper Product Traditional C-Fold Towel 13.25 x 10.4, 2400/Case	Banner	KIMBERLY CLARK	20603	CASE	\$ 10.85
12	Paper Product	Paper Product White Rolled Toilet Tissue-Fully Wrapped	Banner	GEORGIA PACIFIC	14500	CASE	\$ 28.70

Price Agreement Amendment

ANTOO SCANO

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS CAPITOL HILL PROVIDENCE RI 02908

Page 1 of 1 Printed: 8/19/2005

.,	BANNER SYSTEMS INC
٧	135 ELLIOT ST
Е	BROCKTON MA 02302
N	
D	
0	
_	
R	

JANITORIAL-PAPER PRODUCTS

Amendment Date: 08/18/2005 Original Award Date: 07/01/2004

Buyer: COWELL, JOHN A
Phone #: (401) 222 - 2142 ext. 114

FOB:

Terms: Net 30

Change Order Number

1

Award Number **68M00307137**

Effective Period: 06/01/2004 - 06/30/2007

ADMINISTRATION
H MASTER PRICE AGREEMENT
RELEASE AGAINST RI MPA
P
T

0

ADMINISTRATION
MASTER PRICE AGREEMENT
RELEASE AGAINST RI MPA
C
C
E

Change Order Note: CHANGE ORDER #1

	Department				Bid Number	C/O Req#
ADMINISTRATION		N	MPA-352	B03356		
tem	Class-Item	Bid #	Requisition #	•	Unit	Unit Price
	CHANGE ORDER	#1				
	CHANGE TO PO #	68M00307137 DATE	D 7/1/04			
	CHANGE IN UNIT I SEE SCHEDULE B	PRICING (INCREASE ATTACHED (REVIS	≣) ED 8/10/05)			

This Notice of Award/Purchase Order is issued in accordance with the specific requirements described herein and the State's Purchasing Regulations and General Conditions of Purchase, copies of which are available at www.purchasing.state.ri.us.

Delivery of goods or services as described herein shall be deemed acceptance of these requirements.

STATE PURCHASING AGENT/DESIGNEE				
ACCOUNTING	DATE RELEASED			

State of Rhode Island RFP # B03356

Schedule B: Paper Products - Core List (Revised 8/10/2005)

Line #		Product Description	Vendor	Manufacturer Name	Manufacturer SKU #	Unit of Management	U-u-p-:
2	Paper Product	Bleached Multifold	Banner	GEORGIA PACIFIC			Unit Price
3	Paper Product			AND THE RESERVE OF THE PARTY OF	20204	CASE	\$ 11.03
<u>J</u>			Banner	GEORGIA PACIFIC	20603	CASE	\$ 10.54
	Paper Product	Dispenser, Tissue, 9" - 1,000' Roll	Banner	GEORGIA PACIFIC	58257	EA	\$ 20.60
5		Enmotion Roll Towels	Banner	GEORGIA PACIFIC	89460		ere or a comment of
7	Paper Product	Multifold Towels-Recycled Paper	+			CASE	\$ 34.56
8	Paner Product	Napkins, Quarter-fold, Bleached, Embossed 12 x 13	Banner	GEORGIA PACIFIC	20204	CASE	\$ 11.03
	D D	ivapkins, Quarter-loid, Bleached, Embossed 12 x 13	Banner	GEORGIA PACIFIC	37707	CASE	\$ 18.92
10	Paper Product		Banner	GEORGIA PACIFIC	26401	PK OF 12	
11	Paper Product	Traditional C-Fold Towel 13.25 x 10.4, 2400/Case	Banner	KIMBERLY CLARK			\$ 11.85
12	Paper Product	White Rolled Toilet Tissue-Fully Wrapped			20603	CASE	\$ 10.54
	T apor T Todact	writte Rolled Tollet Tissue-Fully Wrapped	Banner	GEORGIA PACIFIC	14500	CASE	\$ 27.86

Paper Products: MPA # 352

Page 1 of 3 Printed: 7/1/2004

Notice of Price Agreement Award



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS CAPITOL HILL PROVIDENCE RI 02908

V E	135 ELLIOT ST BROCKTON MA 02302		JANITOF	RIAL	PAPER PRODUCTS	
N D			Award Number		Effective Period:	
0			COMOOO07407		0/4/04 0/00/07	
R			68M00307137		6/1/04 - 6/30/07	
H	ADMINISTRATION MASTER PRICE AGREEMENT RELEASE AGAINST RI MPA	Date: 07/01/2004 Buyer: JOHN COWELL Shipping:		- N > O - C	ADMINISTRATION MASTER PRICE AGREEMENT RELEASE AGAINST RI MPA	

0	Terms: Net 30	E		
	Department		Bid Number	Requisition Number
	ADMINISTRATION	MPA-352	B03356	
Item			Unit	Unit Price
	06/01/04 - 06/30/07WITH TWO ADDITIONAL ANNUAL EXTENSION	OPTIONS.		
	MASTER PRICE AGREEMENT #352			
	THIS IS A NOTICE OF AWARD, NOT AN ORDER. Any quantity refer agreement or in the bid preceding it are estimates only and do not repromitment on the part of the state to any level of billing activity, other or volumes specifically released during the term. No action is to be tall specifically authorized, as described herein under AUTHORIZATION A ENTIRE AGREEMENT - This NOTICE OF AWARD, with all attachmen release(s) against it shall be subject to: (1) the specifications, terms are forth in the Request/Bid Number cited herein, (2) the General Terms a Contracts for the State of Rhode Island and (3) all provisions of, and the Regulations promulgated pursuant to, Title 37, Chapter 2 of the Gener State of Rhode Island. This NOTICE shall constitute the entire agreer State of Rhode Island and the Vendor. No assignment of rights or respermitted except with the express written permission of the State Purc designee.	resent a r than for quantities ken except as AND RELEASE. Ints, and any and conditions set and Conditions of the Rules and tral Laws of the ment between the ponsibility will be		
	CANCELLATION, TERMINATION and EXTENSION - This Price Agreement shall automatically terminate as of the date(s) described under CONTRACT PERIOD unless this Price Agreement is altered by formal amendment by the State Purchasing Agent or his designee upon mutual agreement between the State and the Vendor. AUTHORIZATION AND RELEASE. In no event shall the Vendor deliver goods or provide service until such time as a duly authorized release document is certified by the ordering Agency.			
	A Direct Purchase Order (DPO) shall be created by the agency listing using the pricing and format set forth in the Master Blanket. All pricing described in the Master Blanket and is considered to be fixed and firm Agreement, unless specifically noted to the contrary herein. All prices freight. Freight, taxes, surcharges, or other additional charges will not reflected in Master Blanket.	g shall be as for the term of the include prepaid		

This Notice of Award/Purchase Order is issued in accordance with the specific requirements described herein and the State's Purchasing Regulations and General Conditions of Purchase, copies of which are available at www.purchasing.state.ri.us. Delivery of goods or services as described herein shall be deemed acceptance of these requirements.



STATE PURCHASING AGENT/DESIGNEE

Page 2 of 3 Printed: 7/1/2004

Notice of Price Agreement Award



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS CAPITOL HILL PROVIDENCE RI 02908

V E	BANNER SYSTEMS INC 135 ELLIOT ST BROCKTON MA 02302	JANITORIA	L-PAPER PRODUCTS
N D O		Award Number 68M00307137	Effective Period:
R		90W00307137	6/1/04 - 6/30/07
s	ADMINISTRATION	<u> </u>	ADMINISTRATION

ADMINISTRATION
MASTER PRICE AGREEMENT
RELEASE AGAINST RI MPA

Date: 07/01/2004
Buyer: JOHN COWELL
Shipping:
Terms: Net 30

		Terms. Net 50		Е		
	Department				Bid Number	Requisition Number
	ADMINISTRATION MPA-352			B03356		
Item					Unit	Unit Price
	THIS IS A MULTI-YEAR BID/CONTECONTRACT OBLIGATIONS BEYON TO AVAILABILITY OF FUNDS. COI INITIAL FISCAL YEAR WILL BE AT TERMINATION MAY BE EFFECTED FACTORS SUCH AS UNSATISFAC DETERMINATION BY THE STATE TO REVISE THE SCOPE AND NEE MANAGEMENT OWNER DETERMINGOODS/SERVICES.	ID THE CURRENT FISCAL YEAF NTINUATION OF THE CONTRAC THE DISCRETION OF THE STA'D BY THE STATE BASED UPON TORY PERFORMANCE OR THE TO DISCONTINUE THE GOODS/S D FOR THE TYPE OF GOODS/S	R ARE SUBJE T BEYOND T TE. DETERMININ SERVICES, (ERVICES; AL	ECT THE IG OR .SO		
	REPORTS - The Vendor agrees to provide the State with quarterly reports describing activity against this Price Agreement. If this is a Master Price Agreement, such reports shall include usage by municipalities, quasi-public agencies, schools, etc. All reports shall contain the following data: (1) Billing volume in dollars and (2) quantity shipped for each line item in the price agreement. When there are no line items in the price agreement, vendor shall report volume by catalog order numbers, with a brief description of each order number.					
	Reports must be submitted to the RI named in this notice, identifying the A Quarterly reports shall be due 45 cal submit required reports shall be considered, at the discretion the termination of the agreement and possible suspension from participation	Agreement number and the Reporendar days after the end of each of the contractor of the State Purchasing Agent, sure the outstanding agreements are	ting Period. quarter. Failu s obligations a ufficient cause nd orders, and	and for		
	EVERY PERSON OR BUSINESS EI COST OF \$5000 CUMULATED VAL REGARDING POLITICAL CAMPAIG OF ELECTIONS EVEN IF NO REPO BEEN MADE. (RI GENERAL LAW 1 ELECTIONS, CAMPAIGN FINANCE RI 02904 (401-222-2056).	UE IS REQUIRED TO FILE AN A IN CONTRIBUTIONS WITH THE PRTABLE CAMPAIGN CONTRIBU 7-27) FORMS OBTAINED AT BO	FFIDAVIT RI STATE BO JTIONS HAVI DARD OF	ARD		

This Notice of Award/Purchase Order is issued in accordance with the specific requirements described herein and the State's Purchasing Regulations and General Conditions of Purchase, copies of which are available at www.purchasing.state.ri.us. Delivery of goods or services as described herein shall be deemed acceptance of these requirements.



STATE PURCHASING AGENT/DESIGNEE

Notice of Price Agreement Award

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
CAPITOL HILL
PROVIDENCE RI 02908

Page 3 of 3

Printed: 7/1/2004



ADMINISTRATION

MASTER PRICE AGREEMENT
RELEASE AGAINST RI MPA

T

Date: 07/01/2004 Buyer: JOHN COWELL

Shipping: Terms: Net 30 ADMINISTRATION
WASTER PRICE AGREEMENT
RELEASE AGAINST RI MPA

		E		
	Department		Bid Number	Requisition Number
	ADMINISTRATION MPA-352			
ltem			Unit	Unit Price
Item	THIS PURCHASE ORDER IS AWARDED SUBJECT TO EQUAL OPECOMPLIANCE. STATEWIDE APPLICABILITY - Political Subdivisions (cities, towns, sagencies), as authorized by law, may participate in this Agreement. A billing shall be between the vendor and the political subdivision (only). JANITORIAL PAPER PRODUCTS, PRICING ATTACHED. DELIVERY OF GOODS OR SERVICES AS REQUESTED BY AGENOWILL BE AUTHORIZED UPON SUBMISSION OF PROPERLY RENDER TO THE RECEIVING AGENCY. ANY UNUSED BALANCE AT END OPERIOD IS AUTOMATICALLY CANCELLED. VENDOR TELEPHONE #: 800-242-1400 VENDOR FAX #: 508-588-4075	chools, quasi-public all ordering and CY. PAYMENTS DERED INVOICES	Unit	Unit Price

This Notice of Award/Purchase Order is issued in accordance with the specific requirements described herein and the State's Purchasing Regulations and General Conditions of Purchase, copies of which are available at www.purchasing.state.ri.us. Delivery of goods or services as described herein shall be deemed acceptance of these requirements.



STATE PURCHASING AGENT/DESIGNEE

TERMS AND CONDITIONS OF PRICING AGREEMENT

SCOPE AND LIMITATIONS - This Agreement covers requirements as described herein, ordered by State agencies during the Agreement Period. No additional or alternative requirements are covered, unless added to the Agreement by formal amendment by the State Purchasing Agent or his designee.

Under State Purchasing Law, 37-2-54, "no purchase or contract shall be binding on the state or any agency thereof unless approved by the department [of administration] or made under general regulations which the chief purchasing officer may prescribe." Under State Purchasing Regulation 8.2.1.1.2, "any alleged oral agreement or arrangements made by a bidder or contractor with any agency or an employee of the Office of Purchases may be disregarded and shall not be binding on the state."

PRODUCT ACCEPTANCE - All merchandise offered or otherwise provided shall be new, of prime manufacture, and of first quality unless otherwise specified by the State. The State reserves the right to reject all nonconforming goods, and to cause their return for credit or replacement, at the State's option.

- a) Failure by the state to discover latent defect(s) or concealed damage or non-conformance shall not foreclose the State's right to subsequently reject the goods in question.
- b) Formal or informal acceptance by the State of non-conforming goods shall not constitute a precedent for successive receipts or procurements.

Where the vendor fails to cure the defect promptly or replace the goods, the State reserves the right to cancel the Release, contract with a different vendor, and to invoice the original vendor for any differential in price over the original contract price.

ORDER AUTHORIZATION AND RELEASE AGAINST PRICING AGREEMENT

In no event shall the Vendor deliver goods or provide service until such time as a duly authorized release document is certified by the ordering Agency.

<u>State Agencies</u> shall request release as follows: All releases shall reference the Price Agreement number, the Contract Issue number, the item(s) covered, and the unit pricing in the same format as described herein.

A Department Purchase Order (DPO) listing the items ordered shall be created by the agency. The agency may mail or fax a copy of the order to the Vendor. In some cases the agency may request delivery by telephone, but must provide the Vendor with a DPO Order Number reference for billing purposes. Vendors are encouraged to require written orders to assure payments are processed accurately and promptly.

<u>DELIVERY</u> – If this is an MPA, Vendor will obtain "ship to" information from each participating agency. This information will be contained in the DPO. APA delivery information will be contained in the Notice of Award.

PRICING - All pricing shall be as described herein, and is considered to be fixed and firm for the term of the Agreement, unless specifically noted to the contrary herein. All prices include prepaid freight. Freight, taxes, surcharges, or other additional charges will not be honored unless reflected herein.

INVOICING – All invoices shall reference the DPO Order Number(s), Price Agreement number, the Contract Issue number, the item(s) covered, and the unit pricing in the same format as described herein. If this is an MPA, Vendor will obtain "bill to" information from each participating agency. This information will be contained in the DPO. APA billing information will be contained in the Notice of Award.

<u>PAYMENT</u> - Invoices for items not received, not priced according to contract or for work not yet performed will not be honored. No payment will be processed to any vendor for whom there is no IRS W-9 on file with the State Controller.

Agreement of Contract Pricing, Service Requirements, Terms and Conditions

State of Rhode Island and Providence Plantations RI Division of Purchases Capital Hill Providence, RI 02908

Commodities:

Janitorial and Cleaning Supplies and Equipment – Paper Products

Buver:

Tony Cowell

Phone Number:

401-222-2142 x114

Awarded Vendor:

Banner Systems, Inc.

Address:

135 Elliot St.

Brockton, MA 02402

Phone Number:

800-242-1400

Fax Number:

508-588-4075

RFP Number:

B03356

MPA Number:

352

The following document summarizes the contract pricing, service requirements, terms and conditions associated with RFP #B03356 for Janitorial and Cleaning Supplies and Equipment – Paper Products

The initial term of this contract will be for three (3) years, with options for two (2) additional annual extensions.

Price Schedules

- 1. A list of discount, rebates and incentives is attached as Schedule A
- 2. Pricing for 9 of 12 Paper Products core items is attached as Schedule B
- 3. Pricing for Paper Products non-core items is attached as Schedule C

Pricing Terms

1. Contractor agrees to the following terms of pricing for Paper Products:

Pricing for Paper Products will remain fixed for the first year of the contract. For years 2 and 3 of the contract, the Contractor reserves the right to adjust prices based on market conditions. The maximum price increase is 3.0% annually. Contractor agrees to provide associated paperwork from manufacturers indicating price increase to the State for

- review. Additional exceptions to fixed pricing include the annual usage review to determine which items should be added to or removed from the core list.
- 2. All items will be priced <u>inclusive</u> of any packaging, shipping and delivery charges. Size of order and/or delivery location will have no impact on pricing.
- 3. All pricing proposed will be exclusive of any taxes charged to Rhode Island. Sales to the State of Rhode Island are exempt from State sales tax. State sales and use tax certificates of exemption will be issued upon request. Deliveries pursuant to this contract will be free of Federal excise and transportation tax charges. Contractor is subject to all Federal, State and Local taxes, as applicable.
- 4. Service fees or additional costs not covered in this RFP will not be invoiced to Contract Users during the term of this agreement.
- 5. There will be no return fees for inaccuracies or other errors on the part of the contractor or the State.
- 6. Any Contractor's error (e.g., stock-outs, etc.) resulting in a rush delivery requirement will not incur additional rush charges.
- 7. Contractor agrees that the State of Rhode Island's pricing will always be more aggressive than what is available on Contractor's public website. Any specials that Contractor offers to the public will always be offered to the State.

Payment Terms

Net payment terms are 30 days.

Service Requirements

- 1. Contractor agrees to work with Rhode Island to create an online ordering system, including identifying order management (core and non-core items) processes, approval processes, compliance management, accounting support, reporting and system training.
 - This online ordering system will be available to all State Agencies, Institution of Higher Education and Quasi-Public Entities for the purchasing of goods. Contractor agrees to work with each billing agency (listed in Appendix A) for implementation of the online ordering system. Contractor understands that customization may be required depending of the needs of each billing agency should they choose to utilize the system.
- 2. Contractor agrees to provide catalogs containing all core list items to the State of Rhode Island. Additionally, catalogs to support non-core items such as trade service publications and manufacturer's catalogs are to be provided by the Contractor as well. Catalogs are to be printed, warehoused, and distributed by the Contractor to the State of Rhode Island at no additional cost to the State of Rhode Island and its agencies,

institutions and public bodies. The catalog's contents are to be grouped by primary product lines (e.g., waxes, cleaning agents, etc.) and must contain detailed policies, procedures, and instructions for order placement. An on-line catalog that meets these requirements is an acceptable alternative.

- 3. Contractor agrees that there will be no cancellation of products used without an equal and acceptable replacement approved by the designated State of Rhode Island representative during the term of the agreement. Contractor must communicate manufacturer's discontinuation of any products to the contract officer in writing within five (5) business days. In such instances, Contractor must work with the Division of Purchases Official(s) to identify and implement alternative options that shall maintain or reduce costs associated with replacement SKU's. Contractor will be prepared to offer detailed quarterly reports, if requested by the State, displaying removed SKU's off of contract list and suggested replacements. Contractor shall offer suggested replacements of discontinued products at least 30 days prior to discontinuation, including replacement part number, description, list price, applicable discount, and final price.
- 4. Contractor agrees to an annual evaluation of the Contract List and the State's top-spend items. Contractor and the State will revise the items on the Contract List to replace discontinued SKUs and to rebalance the list through additions and deletions, ensuring that the items that accounted for the largest spend in the prior twelve (12) months are included on the Contract List. Recommended additions and deletions will be reviewed with Purchasing and revisions to the Contract List may follow, if agreed to by the Chief Purchasing Agent.

Contractor agrees that as items are moved from the non-core list to the core list during the annual usage review process, Contractor will work with the State to achieve the State's goal of an 80/20% split between core item and non-core item spending, respectively. In addition, Contractor agrees that the discount levels on any items added to the core list will be equal to the discount levels of existing items on the core list.

5. Contractor agrees to the following fill rates requirements:

Items	Fill Rate
Core	98%
Non-Core	95%

6. Contractor agrees to the following delivery response times:

Order Received By	Order Delivered
6:00 PM EST Monday-Friday	Two Business Days

7. Contractor agrees to provide delivery as directed by the ordering customer, including, but not limited to, warehouse, stockroom and desktop. Contractor must comply with parking and delivery requirements (times, locations, permits, etc.) of the ordering customer. Vendor will obtain "ship to" information from each participating customer.

- 8. Contractor agrees to provide a <u>packing label</u> on each box which should include the following items, visible on the outside of the box:
 - Vendor order number
 - Rhode Island customer contact person
 - Ordering customer's name and unit (department, agency, division, etc.)
 - Delivery address (with floor and room number, where appropriate)
 - Telephone number

Contractor also agrees to provide a <u>packing slip</u> with each shipment, which should include at least the following information in no particular order:

- Line item description(s)
- Product item number(s)
- Quantity ordered
- Quantity included in shipment
- Status of back order items
- Unit Price
- Number of parcels
- All information contained on the packing label
- 9. Contractor agrees to the following terms regarding returns and warranties:

Contractor agrees to take back/honor all material that is in good condition and resalable at no cost to the State of Rhode Island. Upon review of the material, immediate credit is to be awarded to the Sate.

10. Contractor's telephone support hours of operation are 8:00 – 6:00 Eastern Time Monday through Friday. In addition, contractor will maintain a live, twenty-four hour toll-free telephone and fax service for all contract users.

Contractor agrees to provide a dedicated customer service team to assist the State of Rhode Island with any and all contract-related needs. Contractor also agrees to provide a list of these customer service representatives including names, titles, telephone numbers and e-mail addresses. Contractor further agrees to notify buyer when changes are made to the customer service team.

11. Contractor shall guarantee its products to be free from defects in materials and workmanship, given normal use and care, over the period of the manufacturers' warranties. The terms of this contract shall supersede any language to the contrary on purchase orders, invoices or other documents provided by the Contractor, manufacturer(s) or other sources. The Contractor shall agree to repair and/or replace immediately without charge (including freight both ways) to Contract Users, any product or part thereof, which proves to be defective or fails within the warranty period as specified.

12. Contractor is required to provide quarterly and annual reporting on Rhode Island spending. Reporting is due within ten (10) working days after the close of the respective billing period. Quarterly report should include both quarterly and fiscal year-to-date spending. Reports should be sent to the buyer listed at the beginning of this document.

Reporting must be provided in Microsoft Excel format. At minimum, reports should include the fields listed in the attached sample report (Appendix B). Contractor agrees to work with the State to amend and expand these reports as required.

In addition to these standard reports, Contractor agrees to provide, at no additional cost, additional reporting related to Rhode Island spending on an as-needed basis. Moreover, Contractor agrees to work with Rhode Island to create queries and other reports through the online ordering system as required by the State.

- 13. For all Paper Products purchases made by State agencies, the State of Rhode Island has agreed to allow Contractor to submit consolidated monthly invoices. As such, Contractor is required to produce one electronic copy and one hard copy of a summary invoice for the designated State Accounting representative. The invoices should contain the following information and be sorted by cost centers in ascending numeric order:
 - Cost Center
 - Ship-To Address
 - Purchase Order Number
 - Date of Invoice
 - Invoice Number
 - Quantities
 - Unit of Measure
 - Item Number
 - Full Description of Items Covered
 - Unit Price
 - Sub-Total
 - Freight (if applicable)
 - Total Amount Due

Billing for Institutions of Higher Education and Quasi-Public Entities (listed in Appendix A) shall be submitted separately to the billing agency. Contractor agrees to work with each of these respective buying groups to implement the necessary billing procedures.

This award and resulting contract are issued in accordance with the specific requirements described herein and the State's Purchasing Law and Regulations and General Conditions of Purchase, copies of which are available at www.purchasing.state.ri.us.

By signing below, contractor agrees to all contract duration, pricing, discount, rebate, payment and service terms and conditions contained herein and incorporated by reference.

For Banner Systems, Inc.

6

State of Rhode Island RFP #B03356

Schedule A - Discounts, Rebates & Incentives

Banner Systems, Inc.

Payment Terms Discount

Payment Terms	Discount %
Invoice Paid in 20 days	0.00%
Invoice Paid in 15 days	0.00%
Invoice Paid in 10 days	0.00%
Other (i.e. use of Electronic Fund Transfe	r) 0.00%

Electronic Ordering

Additional Discount Percentage from	0.00%
Electronic Ordering	0.0076

Volume Rebate

Annual Spending	Discount %
\$50,000	0.00%
\$100,000	0.00%
\$200,000	0.00%
\$300,000	0.00%
\$400,000	0.00%
\$500,000	0.00%
\$800,000	0.00%

State of Rhode Island RFP #B03356 Schedule B: Paper Products - Core List

77 5 5 1	Product	Dundand Decomination	Vondor	Manufacturer Name	Manufacturer SKU	Unit of	
# FILLE	Category	Liouace Description	IODIIS	Manuacturer	Number	Measure	
2	Paper Products	Bleached Multifold	Banner	GEORGIA PACIFIC	20204	CASE	\$ 10.71
3	Paper Products	C-Fold Towels	Banner	GEORGIA PACIFIC	20603	CASE	\$ 10.23
4	Paper Products	Dispenser, Tissue, 9"	Banner	GEORGIA PACIFIC	58257	EA	\$ 20.00
S	Paper Products	Enmotion Roll Towels	Banner	GEORGIA PACIFIC	89460	CASE	\$ 33.55
7	Paper Products	Multifold Towels-Recycled Paper	Banner	GEORGIA PACIFIC	20204	CASE	\$ 10.71
∞	Paper Products	Napkins, Quarter-fold, Bleached, Embossed 12x13	Banner	GEORGIA PACIFIC	37707	CASE	\$ 18.37
10	Paper Products	Towel, Roll	Banner	GEORGIA PACIFIC	26401	PK OF 12	\$ 11.50
=	Paper Products	Tradition C-Fold Towel 13.25X10.4, 2400/Case	Banner	KIMBERLY CLARK	20603	CASE	\$ 10.23
12	12 Paper Products	White Rolled Toilet Tissue-Fully Wrapped	Banner	GEORGIA PACIFIC	14500	CASE	\$ 27.05

State of Rhode Island RFP #B03356

Schedule C: Paper Products - Non-Core List

	Banner Systems, Inc.			
Product Description	Manufacturer	% Discount Off Manufacturer's Most Recent Catalog List Price		
All Paper Products	The state of the state of			
All Printed Catalog Items	Banner	45.0%		

State of Rhode Island RFP #B03356 Appendix B - Sample Monthly Usage Report

Extended Net Price	\$248.25	1289.24	\$0.00	\$0.00
		7		
Quantit				
ink List Unit Rhode Quantity Price Island Price Ordered	\$16.55	\$144.62		
Unit List Price	\$27.20	\$152.39		
e of Non-Core	Core	Non-Core		
newrite (Co	€68726E			
5	H4G87.	7475		
Marufacture	SP2L-E	0769		
Lopd				
in Desort	4, Square Poin	ack, Bottless		
hase Order	Show	Rack		
Purchase				
Delivery Addres				
utionPublic Body		. nistration		
is e	mections	partment of Admi		
tate Contract Agency Number (ens	28390 Co	28390 De		
Kvery Date	2-301-04	3-701-04		
rder Date De	1-301-04	2-Jul-04		
				-

		107
ę s	æ	2
on-Cor thems	8	٥
Ž	2	
organia.	Barri I	
Ę	9	2
*	666	Ğ
-3	15	2
		2
etric		Ē
4		g
71.	Ra	9
n dia	₫	Š